USER MAINTENANCE

Introduction	This section of the document will show how a system administrator can manage user access on an employer account. The person completing the registration/Account Activation will be the default system administrator and will receive the login credentials to access the QUEST self – service account. The system administrator will be able to create new user accounts and assign roles to each user account. The ability of a user to access available functions is controlled by the roles they have.

Step-by-Step Instructions:

1. Click on the link, 'User Maintenance' while logged into the home page for staff.

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Change Password | Logoff

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Account Maintenance
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Employer Information
Employer Account Number: **100**   Employer Name: **Employer**

Employer Home

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Employer Home

FAQ/Contact Us
Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.

Account Maintenance
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

Benefit Charge Activities
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

Collections
View and maintain collections activities against an employer.

Correspondence
Search for Correspondence

Employment and Wage Detail Reporting
Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.

History
Access all active workflow items related to an employer, corresponding documents and workflow reassignment history.

Payment Information
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

User Maintenance
Assign or Update user access to Employer account information.

2. The following page will appear. Click on the link ' Employer Roles'.

3. The following page will appear.

Click here to modify an existing user account.

Click here to create a new user account.

Creating a new user account:

4. The following page will appear. Enter the user details as required. NOTE: The 4 digit PIN you enter here will be used to reset the password for this account. Click 'Save'.

5. The following page will appear, confirming that the login credentials have been emailed to the user.

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7. NOTE: You must add roles to the newly created account, in order for the user to be able to use the newly created account. Please refer to the instructions below for adding roles.

Modifying a User Account:

8. Repeat steps 1 to 3. Enter search criteria to find the account you are looking for and click 'Search'. The search results will appear as shown below.

Click on the link to perform the action described.

Modify: This link allows you to update the profile of the user. Clicking on the link will open the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.

Roles: The ability of a user to perform functions within the online QUEST system is controlled by roles assigned to their user account. Example: A user with the role ' Employment and Wage Detail View Only' will have only a view of the employment and wage detail transactions, but will not be able to submit employment and wage detail reports. Clicking on the link 'Roles' will lead to the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.

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Units: Clicking on the link 'Units' will lead to the page shown below. Here you will be able to control the ability of the user to access Reporting Units with their assigned roles. On this page, enter your updates as necessary and click 'Save'. You will be returned to the page shown in step 8.

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Read instructions here.

Reset Password: You will be able to inactivate a user account, by clicking on the link 'Reset Password'. The following page will appear. Click 'Confirm' to reset the password. The user will receive a link on the email address associated with the account. The user will be able to establish a new password by answering the security questions set up at the time of initial login.

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Inactivate: You will be able to inactivate a user account, by clicking on the link 'Inactivate'. The following page will appear. Click 'Confirm' to inactivate the user account.